



# Office of ADA Compliance and Accessibility

## FY2013 Annual Report

July 1, 2012 – June 30, 2013

*1200 Third Avenue, Suite 924*

*San Diego, CA 92101*

*(619) 236-5979*

[www.sandiego.gov/adacompliance](http://www.sandiego.gov/adacompliance)

The Americans with Disabilities Act (ADA) is a landmark civil rights law that was passed in 1990. Civil rights focus on the needs and rights of individuals; they are built on the belief that all individuals, regardless of their circumstances, are entitled to equal treatment in American society. The ADA is the most comprehensive civil rights legislation ever passed into American law about how the nation should address individuals with disabilities. The City of San Diego enforces Title II of the ADA, governing City programs, services, and activities. It is responsible for ensuring all City facilities, programs, services, and activities are accessible to, and useable by, all residents and visitors with disabilities including City employees with disabilities.

During Fiscal Year 2013, the Office of ADA Compliance and Accessibility (formerly the Disability Services Department) provided oversight on 101 projects; 11% of these ongoing projects were completed. These ADA projects ensure access to City facilities and the public right-of-way and have both short and long term benefits for people of all ages with disabilities.

In Fiscal Year 2013, the Department received \$2.7 million from the General Fund, \$2.4 million in Development Impact Fees, and \$8.2 million in bonds to spend on various projects: 17 capital improvement facilities, and 55 public right-of-way improvements for curb ramps, missing sidewalks, and audible pedestrian signals.

### **FY 2013 Annual Accomplishments:**

- Completed four ADA facility improvement projects funded in prior years:
  - Council District 5 – Mira Mesa Library
  - Council District 6 – Mission Valley Library
  - Council District 7 – Colina Star Pal Police Storefront
  - Council District 8 – Silver Wing Recreation Center
- Surveyed 136 facilities and intersections, reviewed 94 construction documents, conducted 117 on-site inspections, and responded to 1,501 disability-related calls and emails.
- Based on resident's complaints or requests, installed and/or repaired the following:
  - 18 curb ramps
  - 34 sidewalks
  - 10 audible pedestrian signals
- Provided and delivered 9 trainings and presentations on ADA and disability-related subjects to City departments, organizations, and universities.
- Responded to 173 technical assistance questions regarding ADA and disability.
- Staffed 9 Mayor's Committee on Disability monthly meetings.
- Renamed Department the "Office of ADA Compliance & Accessibility" (formerly the Disability Services Department) effective July 1, 2013 to better reflect the Department's true mission.

### **Complaint Database**

The Office of ADA Compliance & Accessibility manages all disability-related complaints for the City. These complaints are filed by members of the public. In Fiscal Year 2013, the Department received 97 ADA complaints, 19 of which were resolved. Sixty-eight complaints from prior years were also resolved for a total of 87 complaints resolved in Fiscal Year 2013.

If a person with a disability believes that he or she is being discriminated against regarding a City program, service, or activity, he or she is encouraged to bring the issue to the attention of the Office of ADA Compliance & Accessibility by email at [adacompliance@sandiego.gov](mailto:adacompliance@sandiego.gov) or by calling (619) 236-5979. ADA protection is afforded to all persons with disabilities regardless of their age or type of disability. Additional information can also be found on our website: [www.sandiego.gov/adacompliance](http://www.sandiego.gov/adacompliance).

### FY2013 COMPLAINT CASES RECEIVED AND RESOLVED

Type of Complaints	1ST QTR Jul - Sep	2ND QTR Oct - Dec	3RD QTR Jan - Mar	4TH QTR Apr - Jun	YTD
Audible Pedestrian Signals	3	2	2	0	7
Curb Ramps	17	11	12	6	46
Path of Travel/Public Right-of-Way	0	0	2	1	3
Sidewalks	5	4	5	7	21
Traffic Control Devices	0	1	0	2	3
Other Types of Complaints (Parks, Parking, Street Lights)	10	0	6	1	17
<b>Total Complaints Received during the Year</b>	<b>35</b>	<b>18</b>	<b>27</b>	<b>17</b>	<b>97</b>
<b>Total Complaints Resolved during the Year</b>	<b>14</b>	<b>12</b>	<b>41</b>	<b>20</b>	<b>87</b>
<b>Mean Number of Days to Resolve Complaint</b>	<b>661.8</b>	<b>650</b>	<b>650.3</b>	<b>585.6</b>	<b>652.1</b>